



DEPARTMENT OF PERSONNEL
209 East Musser Street, Room 101
Carson City, Nevada 89701-4204
(775) 684-0150
<http://dop.nv.gov>

MEMO PERD #15/06
April 17, 2006

TO: Department Directors
Division Administrators

FROM: Jeanne Greene, Director
Department of Personnel

SUBJECT: Mediation Program

The Department of Personnel is in the process of expanding our mediation and conflict resolution program and your support is critical to the success of this endeavor.

Mediation is an informal confidential and voluntary process in which a neutral third-party assists disputing parties reach a resolution. The mediation process allows employees to:

- Discuss issues raised and clear up misunderstandings, determine the underlying interest or concerns, and find areas of agreement;
- Explore options and solutions to resolve issues at the lowest possible level;
- Achieve a "Win-Win" resolution by empowering parties to formulate a mutually agreeable resolution while maintaining management and employee rights; and
- Provide a responsive, informal, confidential, effective means of resolving conflicts as an alternative to formal proceedings.

To expand our services, we envision developing a pool of trained mediators who are willing to become a part of a statewide team and who will be called upon intermittently to provide mediation services in agencies other than their own. The Department of Personnel will coordinate the mediation program including maintaining the list of trained mediators, receiving mediation requests, and assigning mediators based on their availability and managements approval.

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Currently, there are a number of State employees who have received training in mediation. If you have anyone within your agency that has a "Certificate of Completion" from a mediation training program and they are willing to become part of the team, please notify Gladys Clark, EEO Director (702) 486-2907 or Tammy Smith EEO Officer (775) 684-0104.

To further expand the pool of trained mediators, the Department of Personnel has entered into an agreement with the University of Nevada, Reno Extended Studies department to offer a Beginning Mediation and Conflict Resolution Certificate class exclusively for State of Nevada employees. The focus of the class is on the practical application of the concepts and techniques learned. This class is being offered at a significant savings to the State and space is limited. Depending on the initial response, additional classes may be offered in both northern and southern Nevada. For registration information, please see the attached informational flier and payment form.

By July 1, 2006, we will be providing you with specific information on how to access mediation services through the cooperative pool including policies, informational fliers and forms.

Again, thank you for your continued assistance and support of the Department of Personnel. If you have any questions or concerns about this program, please do not hesitate to contact me.

JG:sq

cc: Agency Personnel Liaisons
Agency Personnel Representatives

Extended Studies at the University of Nevada, Reno presents

Beginning Mediation and Conflict Resolution Certificate Program

State of Nevada contract, Wednesdays, May 10-June 7 in Carson City

Beginning Mediation and Conflict Resolution Certificate Program

Mediation and conflict resolution have become an integral part of the business world and our society. Developed by Extended Studies in partnership with the Neighborhood Mediation Center, a nonprofit agency funded by Washoe County to provide mediation and dispute resolution services, this 40-hour training program prepares professionals to effectively resolve conflicts and mediate disputes, enhancing organizational efficiency.

When:	Wednesdays, May 10-June 7, 2006, 8 a.m.-5 p.m.
Where:	Carson City, Building TBA, Room TBA
Instrs.:	Facilitated and taught by Trip Barthel, M.A., executive director and founder, Neighborhood Mediation Center, and University of Nevada, Reno Extended Studies faculty and professional development instructors
Who:	State of Nevada employees
Fee:	\$550 per enrollment, by May 1, 2006

About Mediation

Mediation is a voluntary, confidential process that involves the intervention of a third-party professional to help resolve disputes that arise between two or more parties. Mediators help the parties clarify key issues, build possible options and devise solutions that work well for all.

Participants will learn to:

- Facilitate interpersonal relations
- Recognize and resolve conflicts early
- Communicate more effectively
- Assist with disagreements
- Enhance organizational efficiency

Program Topics

The Beginning Mediation and Conflict Resolution Certificate Program provides training in the concepts and practices of mediation, its uses and its limits.

Topics include:

- Awareness of personal values and biases
- Listening and problem solving
- Cultures and conflict
- Organizational dispute resolution
- Team building
- Concepts, practices and tools of the mediation process

Certificate Requirements

To receive a certificate in Beginning Mediation and Conflict Resolution, participants must complete 40 hours of training and demonstrate competency. Attendance in all sessions is mandatory.



Enrollment Requirements

This program is available only to state of Nevada employees who received this information through their departments. Each department must enroll through Extended Studies at the University of Nevada, Reno by phone at (775) 784-4062, or by fax at (775) 784-4801, by **May 1, 2006**. Payments may be made by credit card or purchase order only. If paying with a purchase order, please complete the attached third party payment form and fax to (775) 784-4801. Enroll early — the program may be cancelled if the minimum enrollment requirement of 25 students has not been met by May 1, 2006.

Continuing Education Credits

The Beginning Mediation and Conflict Resolution Certificate Program is pending approval for continuing education units from the following organizations:

Nevada Department of Education	pending
Human Resources Certification Institute	pending
Nevada Bureau of Alcohol and Drug Abuse	pending
Nevada Board of Marriage and Family Therapists	pending
Nevada Board of Examiners for Social Workers	pending
Nevada Continuing Legal Education	pending

For more information, call Shera Alberti-Annunzio at Extended Studies, (775) 784-4046 or 1-800-233-8928. Email: shera@unr.edu

For more information about mediation and the Neighborhood Mediation Center, call (775) 788-2127 or visit: www.mediatenmc.org.



Third-Party Payment Noncredit Course Registration Form

Extended Studies at the University of Nevada, Reno

UNIVERSITY
OF NEVADA
• Reno

Use this form to have your company/agency billed directly for your enrollment fees. If you will be paying your own enrollment fees, do not use this form. Use the **Individual Payment form**. Your registration is not complete until it has been reviewed and processed by our Enrollment Services staff. This includes processing payment and reviewing for complete information. Once your payment has been processed, you will receive a confirmation letter verifying your official enrollment in the course.

Course Information Please register me for the following course(s):

Course Title	Sched. #	Begin Date	Fee
			\$ _____
			\$ _____
			\$ _____

For week-long Gaming Management classes only: ☐ Option 1 with lodging ☐ Option 2 without lodging **Total** \$ _____

I received this course information from: ☐ Brochure ☐ Catalog ☐ Web site ☐ Other _____

I understand that if the company/agency declines to pay Extended Studies for any reason, I may be liable for the entire course and/or materials fees and any costs incurred for collection of fees.

Signature of Student _____ Date _____

Billing Information

Company Name _____

Company Billing Address _____

City _____ State _____ Zip _____

Employer/Agency Billing Contact Person _____ Phone _____

Fees to be billed: ☐ Course fees \$ _____

Payment Information

Number of participants: _____

☐ Purchase Order No. _____

☐ VISA ☐ MasterCard ☐ Discover ☐ American Express

☐ Check (payable to **Board of Regents**)

Cardholder's Name (print) _____

Credit Card Number _____

Expiration date _____ Amount \$ _____

Signature (as it appears on card) _____

Participant Information

(For group billing, attach the following information for each participant.)

Name _____

Title _____

Home Mailing Address _____

City _____ State _____ Zip _____

Company _____

Work/Day Phone (_____) _____ Home/Eve. Phone (_____) _____

FAX (_____) _____ E-mail address _____

Registration and Cancellation Information

This is a binding payment agreement which reserves enrollment space in the class for the participant listed. Upon receipt of this form and processing of payment, Extended Studies considers the participant formally enrolled in the class. A \$10 **NONREFUNDABLE** administrative fee will be assessed per course cancellation for participant-initiated refunds. If you need to cancel your enrollment, you must notify Extended Studies enrollment services at (775) 784-4062 or 1-800-233-8928 by **noon**, the day before the start of the course (excluding weekends and holidays) to receive a full refund minus the \$10 administrative fee. **Informing your instructor is not sufficient notice for a refund.**

No refunds will be given for cancellation or refund requests received the day of class or anytime thereafter. You may transfer your fees to an available course, without penalty, if you notify Extended Studies enrollment services at (775) 784-4062 or 1-800-233-8928, by **noon**, the day before the start of the course (excluding weekends and holidays).

Failure to notify Extended Studies of cancellation by noon the day before the start of the course (excluding weekends and holidays) renders the signer responsible for the entire course fee. The signer may be liable for any costs incurred for collections of fees.

Signature of Authorized Company/Agency Representative _____ Date _____

Printed Name of Signer _____ Date _____

Registration Options



By Telephone: (775) 784-4062 or 1-800-233-8928
Credit card or company purchase order is required.



By Fax: (775) 784-4801
A completed registration form with credit card information or company purchase order is required.



By Mail: Send completed registration form and check, company purchase order or credit card information to:

**Enrollment Services
Extended Studies/048
University of Nevada, Reno
Reno, NV 89557 USA**



In-Person: Extended Studies,
Continuing Education Building,
1041 N. Virginia St., Second Floor,
University of Nevada, Reno
Mon.-Fri., 7:30 a.m.-5 p.m.

www.extendedstudies.unr.edu